DOCUMENT RESUME

ED 364 288 JC 940 005

AUTHOR	Reid, Damaris; Lucas, John A.
TITLE	Harper Employees' Perception and Interest in Resources for Women. Volume XXI, No. 5.
INSTITUTION	William Rainey Harper Coll., Palatine, Ill. Office of Planning and Research.
PUB DATE	Jan 93
NOTE	20p.
PUB TYPE	Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Administrator Attitudes; Community Colleges; Consciousness Raising; *Education Service Centers; Employee Attitudes; *Females; Needs Assessment; *Program Attitudes; *Resource Centers; Student Attitudes; *Student Personnel Services; Two Year Colleges; Two Year College Students; Womens Studies
IDENTIFIERS	Faculty Attitudes; William Rainey Harper College IL

ABSTRACT

A study was conducted at William Rainey Harper College (WRHC), in Palatine, Illinois, to explore WRHC employees' knowledge, perceptions, and interests with regard to the campus's Resources for Women office. This office offers courses, workshops, and services in the areas of career development, writing and speaking, dealing with personal life problems, computer literacy, and numerous other topics. A survey instrument, developed jointly by the Office of Planning and Research and the Resources for Women program, was mailed to all administrators, full-time faculty, and staff in May and June of 1992. Results of the study, based on a 64% (n=446) response rate, included the following: (1) the most familiar programs offered by Resources for Women were Women's History Week and the Career Development Program, of which over 70% of the responding employers were aware; (2) the least familiar program was the volunteer program, of which only 26% of the respondents were aware; (3) employees thought that the women served by Resources for Women tended to be college re-entry women, women in crisis, and women needing help; (4) over half of the respondents thought Resources for Women should provide additional programs and services, with one quarter suggesting the organization of support groups; (5) 23% agreed that there should be a mentoring program for teen parents; (6) additional seminars on 58 different topics were suggested by 23% of the respondents, with some 19% suggesting additional counseling services; (7) utilizing Resources for Women for employee development was recommended by 14% of the respondents, with an additional 13% suggesting that the Women's Studies Courses be expanded; and (8) 79 employees volunteered to help the Resources for Women program in some way. Extensive data tables, employee responses, and the survey instrument are included. (MAB)

William Rainey Harper College

Office of PLANNING and RESEARCH

ED 364 288

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VOLUME XXI, NO 4
JANUARY 1993

Harper Employees' Perception and Interest in Resources for Women

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JC 940 005

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ABSTRACT

THIS PROJECT SURVEYED HARPER COLLEGE EMPLOYEES TO EXPLORE THEIR KNOWLEDGE, PERCEPTIONS AND INTEREST IN RESOURCES FOR WOMEN. A SURVEY INSTRUMENT WAS DEVELOPED JOINTLY BY THE OFFICE OF PLANNING AND RESEARCH AND RESOURCES FOR WOMEN. IT WAS MAILED THROUGH THE CAMPUS MAIL TO ADMINISTRATORS, FULL-TIME FACULTY AND STAFF. AFTER TWO MAILINGS, A RESPONSE RATE OF 64 PERCENT WAS ACHIEVED.

RESULTS OF THE STUDY SHOWED THAT KNOWLEDGE OF RESOURCES FOR WOMEN BY HARPER EMPLOYEES VARIED BY PROGRAMS AND SERVICES OFFERED. OVER HALF OF THE RESPONDENTS THOUGHT THAT RESOURCES FOR WOMEN SHOULD OFFER ADDITIONAL PROGRAMS AND SERVICES AND A LARGE NUMBER OF IDEAS WERE OFFERED.

IT WAS ALSO CLEAR THAT EMPLOYEES THOUGHT RESOURCES FOR WOMEN SHOULD OFFER A CLEAR OVERVIEW OF ITS OFFERINGS AND SHOULD COOPERATE AND NOT DUPLICATE PROGRAM OFFERINGS. SOME 79 EMPLOYEES VOLUNTEERED TO HELP RESOURCES FOR WOMEN IN SOME WAY.

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Purpose

This project surveyed Harper College employees to explore their knowledge, perceptions and interest in Resources for Women. This was part of the information provided for program and was requested by the Manager for Resources for Women.

Methodology and Population Surveyed

The survey instrument shown in the appendix was developed jointly by the Office of Planning and Research and Resources for Women. The instrument was mailed out twice through the campus mail in May and June of 1992 to all administrators, full-time faculty and staff. The response to these two mailings was as follows:

Employee Type	Number in Target Population	Number of Completed Responses	Response Rate Percent
Administrators	29	22	75.9
Full-time faculty	203	103	50.7
Staff	464	321	69.2
Total	696	446	64.1

The 64 percent response is very good for an employee response to a survey and insures the responses are representative of target population.

Discussion of Results

Knowledge of the services and programs offered by Resources for Women varies across the various items. The most familiar were Women's History Week and the Career Development Program known definitely by over 70 percent of the employees responding. The least familiar was the volunteer program known definitely by only 26 percent of the employee respondents. The most common images held by employees of participants in Resources for Women were College re-entry women, women in crisis needing help and women needing and searching for help.

Over half of the respondents thought that additional programs and services should be provided by Resources for Women. A quarter thought that support groups should be organized. Most frequently suggested target groups were separated/divorced women, abused women and single parents. In addition, 52 other target groups were mentioned.

Twenty-three percent of the respondents agreed there should be a mentoring program for teen parents. Additional seminars were suggested by 23 percent and 58 different topics were listed. Some 19 percent said additional counseling services should be provided with 40 different target groups suggested.

Offering services and programs to Harper employees were indicated by 14 percent of the respondents. This would make Resources for Women a resource for employee development. A total of 31 different services or topics for employees were listed. Another 13 percent agreed that the Women's Studies Courses should be expanded and there were 24 different ideas offered here.

Resources for Women should organize and sponsor conferences according to 12 percent of the respondents who suggested 31 different themes. Finally, 7 percent of the respondents listed 23 other services or programs which they felt should be offered.

Discussion of Results (continued)

Two themes were present during the discussion of additional programs and services that should be offered by Resources for Women.

1- An overview of all that Resources for Women will be offering both in the form of a brochure and an informational seminar should be provided to both Harper employees and the general public.

2- Resources for Women should work in cooperation with other divisions and departments on campus and with other providers in the community to offer joint efforts rather than duplicating programs and services.

A total of 79 different employees offered to work with Resources for Women in either planning, in helping explore joint curriculum offerings or services, in marketing, and in a number of other ways.

Major Conclusions

Knowledge of Resources for Women by Harper employees varied by programs and services offered. Over half of the respondents thought that Resources for Women should offer additional programs and services and a large number of ideas were offered.

It was also clear that employees thought Resources for Women should offer a clear overview of its offerings and should cooperate and not duplicate program offerings.

Some 79 employees volunteered to help Resources for Women in some way.

SURVEY OF FACULTY AND STAFF CONCERNING RESOURCES FOR WOMEN

Staff Knowledge About Programs/Services Offered	N	Percent Who Definitely Knew it Existed	Knowledge Index*
- Women's History Week	439	77	+1.67
- Career Development	442	72	+1.61
- Dealing with Personal Skills and Self Image	439	68	+1.53
- Dealing with Personal Life Problems	441	68	+1.52
- Women in Business and Business Skills	440	62	+1.46
- Personal Counseling for Those in Crisis	441	62	+1.43
- Career Planning for Those in Crisis	439	59	+1.41
- Referral Services for Those in Crisis	440	58	+1.40
- Academic Advising for Adults	437	58	+1.37
- Developing Life and Home Management Skills	440	56	+1.34
- Relationships	431	52	+1.26
- Tuition, Childcare and Transportation Funds for Those Economically Disadvantaged	439	48	+1.17
- Writing and Speaking	436	43	+1.13
- Computer Literacy	437	40	+1.06
- Volunteering	436	26	+ .76

*Knowledge Index: 2 = knew this was offered
1 = had a vague idea about it
0 = did not know it was offered

Employees Perception of Centrality of
Resources for Women to Harper's Mission

1 = Peripheral or very distant from Harper's central mission
7 = Right on target to Harper's central mission

Mean rating of 354 respondents = 5.34

90 employees or 20 percent had no opinion or did not respond

Employee Image of Women Served by Resources for Women	N	PCT of 437 Respondents
- Women who have been away from school for a while and are trying to gain confidence to re-enter	386	88.3
- Women in crisis who need help	355	81.2
- Women who need and are searching for a career	337	77.1
- Women who are looking to enrich their lives	255	58.4
- Women in business who are looking for support	175	40.0
- Women looking to network with other women	3	.7
- Men in crisis	1	.2
- Women experiencing any stresses in various life changes	1	.2
- All women in Harper Community	1	.2
- Feminists	1	.2
- Miscellaneous topics not covered elsewhere	1	.2
- No image	1	.2

Comments	N
- Offer Harper employees opportunity in some of these programs as an employee development resource.	2
- Some of these services are also offered by Student Development - need to address how Harper departments can complement each other and not duplicate each other.	1
- Programs attended tend to be vague and not informational enough	1
- A woman in crisis who an employee knows was not helped by the program	1
- Focus on women in crisis has deterred mainstream women in community from being served	1
- Some women should consider a career path in automations, electronics, or digital skills	1

In Reorganization, Additional Services Which Should Be Offered Which Would be Beneficial to College and Community

	N	Pct of 446 Respondents
- Support Groups	110	24.7
- Mentoring programs with teen parents	104	23.3
- Seminars	97	21.7
- Counseling services	84	18.8
- Services for faculty and staff	63	14.1
- Women's studies courses	59	13.2
- Conferences	55	12.3
- Other	32	7.0
- Unduplicated respondents	234	52.5

Suggestions for Support Groups

Separated/divorced	16	Women with martyr complex	
Abused women	12	Senior citizens	
Single parents	11	Full-time adult students	
Men - in general	9	Those with marital problems	
Women - in general	7	Young persons entering workforce	
Those unemployed	7	Those with math anxiety	
Widows	7	Women who are stalked	
Co-dependents	7	Retired women	
Homemakers re-entering workforce	6	Abandoned women	
Women in crisis	6	Older adult minorities in college	
Battered women	5	Eating disorders	
Families	3	Women re-entering College	
Dealing with death of loved ones	3	Nurses working with self-help groups	
Taking care of elderly parents	3	Significant other relationships	
Rape victims	3	Groups should flow out of courses	
Parenting	3	Trying to quit smoking	
Career Women	2	Family support for victims of head/ neurological injury	
Those in career change	2	Hispanic women	
Teen victims of abuse	2	Women living alone	
Women from other countries going through crisis	2	Women who are care givers	
Single women	2	AIDS victims	
Working parents	2	Homeless	
Men wanting to understand women	2	New staff and faculty	
Those w/similar medical problems	2	Students balancing studies and family	
Those dealing with abortion	2	Those with sexual problems	
Women employees	2	Victims of incest	
Disabled women		Parents with pregnant teens	
Women with common interest			

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Suggested Topics for Seminars	Number
- Job - re-entry - career exploration for women	5
- Women in management/entrepreneurial positions	3
- Professional career development	3
- Increasing self esteem	3
- Money management	3
- Assertiveness training	3
- Broad family issues	2
- Communication skills in relating to others	2
- Working parents	2
- Women's health issues	2
- Super woman syndrome	2
- Planning for retirement	2
- Caring for elderly parents	2
- Handling job stress and adversity	2
- Marriage/family enrichment	2
- Single parents	2
- Self defense/rape prevention	2
- How to find a job	2
- Co-listing or cooperation with other divisions	
- Diversity/exploring gender assumptions	
- Partnership in relationships	
- How to start support groups	
- Taking care of elderly parents	
- Taxes	
- Finding one's abilities and skills	
- Career transitions	
- Dealing with behavior problems of children	
- Sandwich generation - teens and aging parents	
- Women working in highly male environment	
- Math anxiety	
- Where to go for various crises	
- Developing self esteem among children	
- Recovering from divorce	
- Legal action to receive delinquent child support	
- Legal information - bankruptcy, landlord/tenant, etc.	
- Update one's image	
- Mid-life crisis	
- Widowhood	
- Interaction in workplace	
- Parents for inclusive communities	
- Glass ceilings	
- Target some offerings for deaf community	
- Offer to Harper staff	
- Women in politics - how to run	
- Aging	
- Sexual harassment	
- Men/Women's management styles/language in workplace	
- Options for the working woman	
- Business letter/memo writing/women in the workplace	
- Minor auto maintenance/survival on the road	
- Stereotypes and the masculine identity	
- Changing economics and employment	
- Improving man/woman relationship	
- Time management	
- Single woman in today's society	
- Multiculturalism in the workplace	
- Women in arts and literature in this region	
- More offerings on Saturday	

Suggested Types and Target Groups for Counseling

	N
- Avoid duplication with student development	12
- Victims of sexual abuse	10
- Re-entry women	9
- All types	6
- Divorce/separation	5
- Health issues for women and families	4
- Single parents	3
- Career women in management	3
- Family	3
- Career transitions	3
- Rape victims including date rape	3
- Battered women	3
- Balancing work, education, family	3
- Women in crisis	3
- Older returning women	2
- Dealing with stress	2
- Financial planning	2
- Improving self-esteem	2
- Marital	2
- Co-dependency	2
- Substance abuse	2
- Those from other countries coping with change	2
- Unemployed women	
- Caring for elderly parents	
- Victims of violent crimes	
- Stalked women	
- Widowed women	
- Retired women	
- Emotionally disturbed	
- Women needing to know what resources are available	
- Older women in youth oriented society	
- Teen-age pregnancies	
- Personal counseling for the disabled	
- Career & personal for women not enrolled	
- Children of divorce	
- Comprehensive referral	
- Dealing with co-worker problems	
- Sliding scale so available to all	
- Abortion	
- Minority women	
- Dealing with parents & children (sandwich generation)	

Suggestions for Services for Faculty and Staff	N
- Overview of all you offer	7
- 8:00 a.m. to 9:00 p.m. child care	5
- Offer current services to staff/release time during work hours	3
- Self-Esteem Improvement	2
- Referrals	2
- Support for leaves/sick time for family responsibilities	2
- Retraining	2
- Family/marital counseling	
- Health services for family members	
- Keeping up with trends in technology seminar	
- Short offering each month out of current topics	
- Pre-retirement personal counseling	
- Ways to find health insurance for part-time employees	
- Tuition free classes for part-time employees (more than one)	
- Faculty and staff support groups	
- Self-defense seminars for women	
- Sexual stereotyping seminars	
- Crisis intervention	
- Aid in networking employees across campus	
- Seminars on working women's issues	
- Survivors of incest - ACOA	
- Support respect for women's choices, surnames, privacy, etc.	
- Time management seminars	
- Seminars on developing inter-personal skills with women in office	
- Business letter/memo writing for women in workplace	
- Seminar on developing healthy work environment	
- Sexism in the classroom	
- New staff and faculty groups	
- Improving relationships seminars	
- Divorce or divorcing adults/children	
- Special activities for women/films/intramurals	

Suggestions for Women's Studies Courses	N
- Women's history throughout year	4
- Women in art/literature/music	4
- Women in politics	2
- Women in science	2
- "The working woman has two jobs"	2
- Need Men's studies	
- In cooperation with other divisions/providers	
- Women of Latin America	
- Spanish conversation	
- Financial planning	
- Child care	
- Women of color	
- Women around the globe	
- Prefer credit	
- Pre-marital compatibility test	
- Feminist theology	
- Women who plan to become instructors or speakers	
- Re-entry for women	
- Let women faculty plan these	
- Psychology of women	
- Women in religion	
- Women's history for men	
- Co-list with credit courses	
- Gender issues and society	

Suggestions for Conference Themes Planned by Resources for Women	N
- Copying with and stopping abuse	2
- Gender bias in the work place	2
- Feminism	2
- Dealing with aging parents	2
- Communication between women and men	2
- "The Glass Ceiling" - how the ceiling works - how to recognize it, how to crack it	
- Coping in the business world	
- Women in poverty	
- Broader family issues	
- In cooperation with other divisions and departments at Harper and providers	
- Creative businesses developed by women	
- Sexual harassment	
- Diversity - exploring gender assumptions	
- Women's role in modern work place	
- Preparing for job search or change	
- Confidence building	
- Women's equality movement	
- Day care dilemma	
- Empowering women	
- Balancing motherhood and career	
- Wholeness	
- Women's multicultural conference	
- Overcoming race, religious, ethnic, cultural barriers	
- Parenthood	
- Substance abuse - co-dependency	
- Single parenting	
- Senior citizens	
- Women in arts, literature in this region	
- Job fair	
- Incest survivors ACOA	
- Leadership	

Suggestions for Other Services Resources for Women Should Offer	N
- Orientation program showing all the programs and services offered to Harper employees and the general public both brochures and verbal presentations	8
- Address needs of minority women - Hispanic, Afro-American, Asian	2
- Parenting especially for teens	2
- Work in conjunction with other divisions and departments in delivering programs and services	2
- Keep old offerings updated including Women's History Week	2
- Student development should be doing academic advising for adults	
- Programs to get the male involved in child rearing & household	
- Job-sharing	
- Programs dealing with the single woman	
- Cultural series - women in African American History, women in the French underground, women in the Civil War, women leaders, women in Russia today.	
- Women in advertising	
- Advocacy for women's issues at Harper and beyond	
- Attorneys available to answer participants questions on a pro-bono basis	
- Help for the homeless especially when children are involved	
- Computer software classes - Word Perfect, etc.	

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Suggestions for Other Services Resources for Women Should Offer (cont'd)

- A permanent lounge/one not also used for a conference room
- Seminar/conference/study on women's employment "ghettos"
- Men's program and women's program should be co-operative
- Work with CSD to provide services for disabled
- Deal with internal organizational problems
- Whatever would help women
- Address needs of younger women
- More help with transportation and child care
- More focus on men/women relationship

Ways Employees Would be Interested in Joining

A Cooperative Effort with Resources for Women	N
- Would be interested in contributing ideas about programs, services and resources	42
- Am involved with a curriculum or a service and would like to explore cooperative possibilities with the Women's Program	26
- Would like to help with the marketing of the program	18
- Other	20

Seventy-nine different employees volunteered to help in some way

Other Ways

- Would like to explore whether a seminar/course for women with low self-esteem - - poor body image - would be valuable if it were team taught and addressed psychological ramifications as well as physical.
- We could provide expertise in nutrition and overall fitness areas.
- I would like more awareness of programs and would like for the staff of the Women's Program to be aware of our programs and services in the Career and Personal Development Center.
- Please keep us all informed as to the progress - I have specific interests in the fair and reasonable compensation and treatment of part-time Harper employees, the majority of whom are women.
- Talk with parents.
- Would be willing to share publicity at my department's meetings and at my church in Chicago.
- I would like to see the Women's Program more involved with intercultural week. A representative from Women's Program should call MCA and participate in our planning process.
- Other services could be offered in areas of concern for the women who need help on immediate basis.
- How about offering some of your courses/seminars as a "Targeted for Deaf Community" section? We could help generate interest - deaf women might like coming to a group if it were not only interpreted, but if most classmates were also deaf - free communication, similar experiences, etc.
- How about Feeling Good I, Handywoman Workshop, I've got to get organized, Language of clothes. I would be glad to discuss this more and talk about how we can market it!
- Healthy women career information reference - healthy
- Rape and self defense - self support and co-dependency issues.
- Opportunities to assist voluntarily - counseling - have B.A. in psychology, help screening.
- Implement a class or seminar for the woman who is married to the professional and needs help in planning dinners or parties at home.
- Men's programs - support services
- Please send publicity to the Harbinger in care of S. Havlic, BUS/S S

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Other Ways (continued)

- Would participate in learning more about the program then participate in think tank for change/improvement.
- Have several times offered to book a cultural arts concert by a female artist during Women's History Week - always no response or no interest - therefore, I stopped offering.
- Am becoming involved with learning about environmental/ecological programs in the area.
- Possibly I may learn about volunteer opportunities.
- Would be available to assist in a supportive role as I learned objectives - goals of the program.
- Involve faculty in introductory programs for prospective students - I think the image of faculty as reaching out and understanding would ease the transition to the classroom.
- Men's program and women's program working together - fund raisers, workshops, courses, etc.

A P P E N D I X

- Cover Letter

- Survey Instrument

William Rainey Harper College

Memo to: Faculty and Staff

From: Damaris L. Reid, Coordinator

Date: May 12, 1992

Subject: Women's Program

In order to properly evaluate and plan for the future of the Women's Program, we are surveying employees to ascertain their knowledge of the program and to solicit feedback for future services.

This information is vital and it is important for us to know if we are properly assessing and meeting the needs of students, staff and the community.

Please take a few minutes to answer the attached questionnaire and return it as soon as possible to the Office of Planning and Research, A-312 -- It is important that each and every one respond so that the evaluation is representative of all participants.

jc
Attachment

SURVEY OF FACULTY AND STAFF

CONCERNING WOMEN'S PROGRAM

1- How knowledgeable are you about various courses, workshops, and services offered by the Women's Program for both women and men? Check (x) one column for each item.

Course, Workshop or Service Area	Knew This Was Offered	Had a Vague Idea it Might Be Offered	Did not Know it Was Offered
A- Career Development	____	____	____
B- Women in Business and Business Skills	____	____	____
C- Writing and Speaking	____	____	____
D- Dealing with Personal Life Problems	____	____	____
E- Developing Personal Skills & Self Image	____	____	____
F- Developing Life & Home Mngmt. Skills	____	____	____
G- Relationships	____	____	____
H- Computer Literacy	____	____	____
I- Volunteering	____	____	____
J- Women's History	____	____	____
K- Personal Counseling for Those in Crisis	____	____	____
L- Career Planning for Those in Crisis	____	____	____
M- Referral Services for Those in Crisis	____	____	____
N- Academic Advising for Adults	____	____	____
O- Tuition, Childcare and Transportation Funds for Those Economically Disadvantaged	____	____	____

2- What is your image of the type of women served by the Women's Program? Check (x) all that apply.

_____ A. Women who have been away from school for a while and are trying to gain confidence to re-enter.
_____ B. Women who are looking to enrich their lives.
_____ C. Women who need and are searching for a career.
_____ D. Women in business who are looking for support.
_____ E. Women in crisis who need help.
_____ F. Other (specify)_____

3- How central do you see the Women's Program to the mission of Harper College? Circle the number that best describes your perception. If you have no opinion, circle NO.

Peripheral or very distant from Harper's central mission	1	2	3	4	5	6	7	No	Right on Target to Harper's central mission

4- The Women's Program is in the process of reorganizing. What additional service should be provided that would be beneficial to the College and community? Check (x) and comment in the appropriate blank spaces.

_____ A. Seminars - List Topics_____

_____

_____ B. Conference - List Themes _____

_____

_____ C. Counseling Services - For Who and What Type?_____

_____

_____ D. Support Groups - For Who?_____

_____

_____ E. Mentoring Programs with Teen Parents

_____ F. Women's Studies Courses - List Topics_____

_____

_____ G. Services for Faculty and Staff - Specify Type_____

_____

_____ H. Other - Specify_____

_____

5- Would you be interested in joining in a cooperative effort with the Women's Program? Check (x) all that apply.

_____ A. I would be interested in contributing ideas about programs, services, and resources.

_____ B. I am involved with a curriculum or a service and would like to explore cooperative possibilities with the Women's Program.

_____ C. I would like to help with the marketing of the Women's Program.

_____ D. I have other ideas for cooperation (specify)_____

_____

_____

_____

_____

If you checked one of the above, please give your name below:

Name_____

Office or Department_____

Extension_____

Operational Staff:

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Cal Mattesen,	Research Analyst
Karla Hill,	Research Clerk
Salome Joseph	Staff
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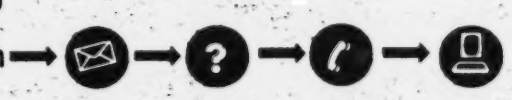

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